



## **Broadview Networks CLEC Support Web-Center Tutorial**

### **WEBSITE LINK**

<http://www.broadviewnet.com/CLEC>

### **LOG- IN**

1. Enter CLEC UserID and Password to log into CLEC Support Web-Center.
2. Read Terms and Conditions. Choose to "Agree" or "Disagree".

### **SERVICES**

There are three choices to choose from

**CSR** – Request Broadview Networks CSR for a UNEL or UNEP accounts.

**New LSR** - Enter a LSR for a UNEL port requests.

**Review LSR** – Review LSR's entered through CLEC Support Web-Center.

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### **SECTIONS**

#### **CSR**

1. Enter BTN – you must enter an active BTN to retrieve a CSR. If you enter another TN other than the BTN you will receive an error.
2. State – Enter 2 alpha state abbreviation.
3. Contact e-mail – Enter full email address including "@" and "com" or "org". This is the address where CSR requested would be sent. Failure to enter a valid email address will require a new request to be entered.
4. Contact TN – Enter 10-digit telephone number. Do not enter parenthesis or dashes.
5. Customer Authorized – You must obtain a Letter Of Authorization (LOA) to receive a CSR. A CSR will only be provided when indicating "YES" to Customer Authorization. If the winning carrier has not obtained a valid LOA, please select "NO" until one has been secured.
6. Click Continue.

#### **ERRORS**

If the wrong TN is entered in the BTN field, an error telling you the number cannot be found will be displayed.

E.g. "5165551212 IS NOT FOUND IN DATABASE."

If a BTN is entered that is not a Broadview Networks UNEL account, a message prompting you to use the Verizon GUI database to retrieve a CSR will be displayed.

E.g. “ 9145553445 is a Resale account. Go to the LEC for a CSR.”

#### CSR View

The CSR contains the following information for each line under the requested BTN:

NynexBTN, Telephone Number(s), Account Status, Last Name, First Name, Service Street, Service Town, Service State, Service Apartment, Listing, Voice Messaging, CCS, Phonesmarts, Ringmate, Voice Dialing, PIC, LPIC, Circuit ID, Hunting.

Should there be any questions regarding the information on the CSR provided, please e-mail [lsrorder@broadviewnet.com](mailto:lsrorder@broadviewnet.com).

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#### New LSR

The LSR form is the same format as the standard Local Service Request Form. It includes the same sections as a standard form. Please see the attached document that shows the field descriptions and requirements.



Microsoft Excel  
Worksheet

After entering the required information;

1. Leave status as Entering Data
  2. Click [submit](#) to save data
  3. The LSR will reappear allowing you to enter Number Portability section by scrolling down to the bottom of the screen and click on “*New Number Portability*” to enter TN(s) to be ported.
  4. Enter the required fields in the Number Portability Section for each TN to be ported as indicated on the attached document.
  5. Change status as Entering Data > Pending Confirmation.
  6. Click [submit](#) to save an submit LSR
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#### Review LSR

After selecting the Review LSR button, a grid of all LSRs submitted beginning with the most recent will appear. This grid provides LSR ID, PON, Version, ATN, Status, Date the order was confirmed, and date completed.

Click [submit](#) to save the LSR request if changes have been made.

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## Confirmations/Rejects

LSR's will be viewed by the order in which they are received within 48 business hours after submission. You can check the status of your LSR by clicking on [Review LSR](#) and clicking on the LSR ID.

There are several statuses' that maybe encountered.

### Status

Entering Data	>>	During which time data is entered or modified.
Pending Confirmation	>>	LSR submitted, awaiting response.
Confirmed	>>	Firm Order Confirmation - <b>FOC</b>
Jeopardy	>>	<b>REJECT</b>
Cancelled	>>	LSR Cancelled per CLEC or LSR expired.
Completed	>>	Port completed.

Remarks will appear in the "remarks" section of the LSR depending on status or other communication.

E.g. Jeopardy REMARKS: "incorrect customer name/address"

LSRs can be **modify** by clicking on the LSR ID in the [Review LSR](#) section to view the requested LSR.

1. Make any necessary changes to the LSR request.
  - You cannot modify requests that are Cancelled or Completed.
2. Change Version
  - E.g. AA > AB, AB > AC
3. Change status back to Pending Confirmation.
4. Click [submit](#) to save the modified LSR request.

The status of the LSR is your Firm Order Confirmation (FOC) or REJECT.

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## Contacts

### 1<sup>st</sup> Level

Jason Wagner  
718 947-8551  
[jwagner@Broadviewnet.com](mailto:jwagner@Broadviewnet.com)  
UNEL Coordinator

### 2<sup>nd</sup> Level

Cynthia Pieters  
718 947-8719  
[Cpieters@Broadviewnet.com](mailto:Cpieters@Broadviewnet.com)  
UNEL Coordinator

### 3<sup>rd</sup> Level

Brian Miraval  
718 947-8693  
[BMiraval@Broadviewnet.com](mailto:BMiraval@Broadviewnet.com)  
Manager

